

JOB TITLE:	#1181 Visitor Services Assistant I
OPEN TO:	This job is open to all applicants.
LOCATION:	Historic Fort Snelling & Sibley House
SALARY:	\$13.33 hourly minimum
STATUS & HOURS:	Part-time, regular (416 annual hours) position. Weekly hours vary according to seasonal site needs.
CLASSIFICATION:	55L Service
HIRING MANAGER:	Visitor Services Supervisor
POSTING DATE:	January 16, 2015
DEADLINE DATE:	Application materials must be received by January 30, 2015.
SUPPLEMENTAL FORMS:	REQUIRED

DESCRIPTION: The Minnesota Historical Society (MNHS) seeks applicants for a Visitor Services Assistant I to sell admission tickets at the Historic Fort Snelling Visitor Center, serve visitors in the sales area, sell memberships to the Minnesota Historical Society, and provide customer service to a wide array of visitors.

RESPONSIBILITIES: 1) perform gift shop sales, admissions and clerical services; 2) greet and converse with all visitors at assigned workstation; 3) provide maintenance and security in the work areas as required; and 4) study site related historical materials to be aware of the history of the site and to be knowledgeable about the interpretation program.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent.
- Specialty store sales and cashiering experience.
- Basic accounting and math skills.
- Strong interpersonal, verbal and customer service skills.
- Must be able to attend mandatory training days in April and must be able and willing to work rotating schedules of varying hours (0 – 20 per week) from April to October including weekends and holidays.
- Positive public appearance and attitude.

DESIRABLE QUALIFICATIONS:

- Experience operating an electronic cash register.
- Ability to operate video player/movie projector.
- Experience in stocking and displaying merchandise.
- Ability to work a flexible work schedule.
- Experience with Microsoft Office.
- Knowledge of retail display and marketing techniques.
- Knowledge of Minnesota history, military and/or Historic Fort Snelling.

TO APPLY: Submit *MNHS Application for Employment*, (available at www.mnhs.org/jobs), cover letter, resume, and if applicable, any supplemental forms. Application materials must be complete and received by the application deadline date in order to be considered by one of the methods below:

#1181 Visitor Services Assistant I Historic Fort Snelling 200 Tower Avenue St Paul, MN 55111	Attn: [Fill in Job Title] Email: humanresources@mnhs.org	Attn: [Fill in Job Title] Fax: 612-725-2429
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Incomplete application materials will be returned. If submitting materials for more than one position, you must provide *MNHS Application for Employment*, cover letter, and resume for each position. Applicants who are offered employment will be subject to passing a background check as a condition of employment. EEO

Applications will be acknowledged - No phone calls please -

**2015 MNHS Supplemental Application Form
#1181 Visitor Services Assistant I
Historic Fort Snelling & Sibley House**

Name _____

Date _____

1) Availability for Training & Work:

		Date	
First Day Available for Work <i>(Excluding the Training dates)</i>			
Last Day Available for Work			
Mandatory Training Dates (Paid Time);		<i>Available</i> X	<i>Not Available</i> X
Thursday March 5th, 5pm to 9pm <i>(New Hire Orientation)</i>			
Saturday, March 7 th , 9am to 2pm <i>(All Staff Orientation)</i>			
Special Events; *mandatory for All Staff {availability for 4 of 5 events is required}		<i>Available</i> X	<i>Not Available</i> X
Memorial Day Weekend: May 23, 24, & 25			
WWII Weekend: June 20 & 21			
*Independence Day: July 4			
CW Weekend: August 15 & 16			
1 st WW Weekend: September 5,6, &7			
Season's Work Schedule {The Workday availability is 9:15am to 5:15pm.}		<i>Available</i> X	<i>Not Available</i> X
Spring Week Days, Apr. 1 – May 22 <i>(School Tours M-F)</i>			
Summer Week Days, May 26 – September 4 <i>(Tuesday – Friday)</i>			
Summer Week Ends, May 23 – September 7 <i>(Saturday & Sunday)</i>			
Fall Week Days, September 8 – October 30 <i>(School Tours M-F)</i>			
Fall Week Ends, September 12 – October 31 <i>(Saturdays)</i>			
		Total Number of Days Available each Week	
		Spring: _____	
		Summer: _____	
		Fall: _____	

2) Please summarize your sales and cashiering experience.

3) Explain any accounting and math skills you may have.

4) Describe your experience in stocking and displaying merchandise.

5) Describe your interpersonal and communications skills.

6) Explain your customer service experience and skills.

- 7) Describe what constitutes a positive public appearance and attitude from an employee.
- 8) What is your experience with Microsoft Office?
- 9) What is your knowledge of retail display and marketing techniques?
- 10) Describe your knowledge of Minnesota history.
- 11) Describe any additional skills, training, experience or background you possess which might benefit your work at Historic Fort Snelling.
- 12) Summarize your experience working with customers with special needs or with large groups of children?
- 13) Describe your conversational proficiency in languages other than English, or in A.S.L.
- 14) Briefly explain why you are applying for this position.
- 15) List phone numbers (with area code) and times at which you can be reached in February, 2015.
- 16) List current Email address.

Signature _____

TO APPLY: Attach this supplemental application form along with the completed Minnesota Historical Society application form, your resume and cover letter (all four documents) and mail to: **Historic Fort Snelling, #1181 Visitor Services Assistant I position, 200 Tower Ave., St. Paul, MN 55111.**

Applications must be received no later than January 30, 2015.